APPENDIX C Levels of Service

	Level of Service	Flow Conditions	Delay	Service Rating
Α		Highest quality of service. Free traffic flow with low volumes. Little or no restriction on maneuverability or speed.	None	Good
В		Stable traffic flow, speed becoming slightly restricted. Low restriction on maneuverability.	None	Good
С		Stable traffic flow, but less freedom to select speed or to change lanes.	Minimal	Adequate
D		Approaching unstable flow. Speeds tolerable but subject to sudden and considerable variation. Less maneuverability and driver comfort.	Minimal	Adequate
Ε		Unstable traffic flow and rapidly fluctuating speeds and flow rates. Low maneuverability and low driver comfort.	Significant	Poor
F		Forced traffic flow. Speed and flow may drop to zero.	Considerable	Poor

Source: Highway Congestion Manual, 1985, Transportation Resource Board



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